

Claims

What is claimed is:

1. 1. A method of providing client services comprising:
  2. providing a distributed Internet application (DIA) linked to a presentation tier, an integration tier and a business tier; and
  4. coupling an application service to the presentation tier to determine task sequencing.
1. 2. The method as defined in claim 1 comprising:
  2. providing a plurality of business units of a provider of the DIA in the business tier, the business units being accessible through the integration tier.
1. 3. The method as defined in claim 2 comprising:
  2. providing a data tier for accessing data from any of the business units designated by a user of the DIA.
1. 4. The method as defined in claim 1 comprising:
  2. a page data structure controlled by the presentation tier.
1. 5. A system for providing client services with the assistance of a single source comprising:
  3. a distributed Internet application (DIA) maintained by an assisting party;
  5. a computer system for accessing the DIA by a user;
  6. the DIA including a presentation tier, an integration tier and a business tier;

8                   an application service coupling the integration tier and the presentation  
9                   tier to determine task sequencing in the presentation tier; and

10                   a plurality of business units of the assisting party being provided in the  
11                   business tier, the business units being accessible through the integration tier.

1     6. The system as defined in claim 5 comprising:

2                   a data tier coupled to the business tier and including data from any of  
3                   the business units designated by the user.

1     7. A method of providing client services comprising:

2                   maintaining a distributed Internet application (DIA) by a single source  
3                   providing multiple business units;

4                   including in the DIA, a presentation tier, an integration tier and a  
5                   business tier;

6                   coupling an application service in the integration tier to the  
7                   presentation tier to determine task sequencing in the presentation tier; and

8                   providing the multiple business units of the single source in the  
9                   business tier, the business units being accessible through the integration tier.

1     8. The method as defined in claim 7 comprising:

2                   providing a data tier for accessing data from any of the business units.

1     9. A method of providing client services comprising:

2                   a client communicating with a service provider;

3                   the provider maintaining a client service tool including a presentation  
4                   tier, an integration tier and a business tier;

5                   coupling an application service of the integration tier to the  
6                   presentation tier to determine task sequencing in the presentation tier; and

7                   providing a plurality of business units of the service provider in the  
8                   business tier, the business units being accessible through the integration tier.

1 10. The method as defined in claim 9 comprising:  
2 providing a data tier for accessing data from any of the business units.

1 11. A method of providing client services comprising:  
2 providing a multi-tiered E-platform architecture including:  
3 a user interface;  
4 a presentation tier coupled to the user interface;  
5 an integration tier coupled to the presentation tier;  
6 a business tier coupled to the integration tier; and  
7 a data tier coupled to the business tier;  
8 providing a distributed Internet application (DIA) linked to the  
9 presentation tier, the integration tier and the business tier;  
10 coupling an application service to the presentation tier to determine  
11 task sequencing in the presentation tier; and  
12 providing a plurality of business units of a provider of the DIA in the  
13 business tier, the business units being accessible through the integration tier.

1 12. The method as defined in claim 11 comprising:  
2 providing a presentation services framework in the presentation tier.

1 13. The method as defined in claim 12 comprising:  
2 providing an application services framework and a connectivity  
3 services framework in the integration tier.

1 14. The method as defined in claim 11 wherein the data tier accesses data from  
2 any of the business units designated by a user of the DIA.

- 1 15. The method as defined in claim 11 comprising:
  - 2 a page data structure controlled by the presentation tier.
- 1 16. The method as defined in claim 11 wherein a user communicates with the presentation tier through a communication channel such as one of a computer, a PDA device, a web enabled phone device, a business to business communication and a telephone device.
- 1 17. The method as defined in claim 11 wherein the presentation tier manages user interactions and communicates results of the user interactions to the business tier.
- 1 18. The method as defined in claim 11 wherein a user is one of a member, a member service representative, a customer, a customer representative, an agent and a vendor.
- 1 19. The method as defined in claim 13 wherein the application services framework functions as a mediation between the presentation services framework and the connectivity services framework.
- 1 20. The method as defined in claim 11 wherein each business unit provides at least one of products and services for a user of the DIA.
- 1 21. The method as defined in claim 11 comprising:
  - 2 a data storage for each business unit.
- 1 22. The method as defined in claim 21 wherein the data storage relates to a specific user of the DIA.

- 1 23. The method as defined in claim 22 comprising:
  - 2 providing an access code for accessing the data storage.
- 1 24. The method as defined in claim 11 comprising:
  - 2 providing a user profile portion in the presentation tier.
- 1 25. The method as defined in claim 11 comprising:
  - 2 providing an environment profile portion in the presentation tier.
- 1 26. The method as defined in claim 11 comprising:
  - 2 providing a field edit services portion in the presentation tier.
- 1 27. The method as defined in claim 11 comprising:
  - 2 providing a message display portion in the presentation tier.
- 1 28. The method as defined in claim 11 comprising:
  - 2 providing a page data model; and
  - 3 updating the page data model via a plurality of web pages.
- 1 29. The method as defined in claim 11 comprising:
  - 2 a controller portion including a presentation controller and an
  - 3 application servlet.
- 1 30. The method as defined in claim 28 comprising:
  - 2 providing a dynamic section generator portion in the presentation tier.
- 1 31. The method as defined in claim 28 wherein the updating is accomplished by
  - 2 responding through a Java Server page using a custom tag to extract data
  - 3 from the page data model.

- 1 32. The method as defined in claim 31 wherein the dynamic section generator
- 2 generates an HTML code for the Java Server page automatically based on
- 3 data in the page data model.
  
- 1 33. The method as defined in claim 32 comprising:
  - 2 providing a dynamic section template to tailor a presentation of the
  - 3 dynamic section generator.
  
- 1 34. The method as defined in claim 11 comprising:
  - 2 providing an application service manager.
  
- 1 35. The method as defined in claim 34 comprising:
  - 2 controlling a task order in which data passes from the integration tier to
  - 3 the presentation tier.
  
- 1 36. The method as defined in claim 11 comprising:
  - 2 providing a connectivity layer for continuously translating data passing
  - 3 between the data tier and the presentation tier.
  
- 1 37. The method as defined in claim 11 wherein the presentation tier includes a
- 2 rules-based page flow mechanism for controlling the flow of pages within a
- 3 particular presentation task.
  
- 1 38. The method as defined in claim 11 wherein the presentation tier includes a
- 2 page data structure providing a generalized view of data for a page
- 3 supplemented by metadata for field labels, domain lists, edit rule definitions,
- 4 help content and other extended attributes to enable generating the user
- 5 interface for the page.